

# CAPPS Financials Service Requests (SRs) Report

Date of Report: May 01, 2022

## Active SRs by Status and Module

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Module Name	Count of Module	
Accounts Payable	36	
Asset Management	13	
Billing	1	
Cash Receipts	10	
ePro	8	
General Ledger	37	
Interfaces	Acceptance Testing-Agency	2
	Acceptance Testing-Statewide	1
	Assessment	1
	Assigned	6
	Awaiting Customer	1
	In Work	2
	Pending Prod Approval	1
	Total	14
None	Assigned	1
	Awaiting Customer	1
	In Work	1
	Total	3
Not Applicable	9	
PeopleTools	2	
Project Costing	12	
Purchase Orders	26	
Reports	45	
Security	28	
Strategic Sourcing	1	
Suppliers	Assigned	2
	In Work	2
	System Test	1
	Total	5
Travel and Expense	Assigned	10
	Awaiting Customer	1
	In Work	6
	System Test	5
	Total	22
Workflow	13	
Grand Total	285	

### Active SRs by Status

(Excludes Closed, Complete, PeopleSoft Case, Hold, Deferred and Governance)

Status	Count of Module
Acceptance Testing-Agency	3
Acceptance Testing-Statewide	2
Assessment	7
Assigned	153
Awaiting Customer	34
Build/Unit Test	1
Hold- Pending Oracle Fix	1
In Development	2
In Work	63
Pending Prod Approval	6
Select One	1
System Test	12
<b>Grand Total</b>	<b>285</b>

### Active SRs by Priority and Module

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Module Name	Count of Module
Accounts Payable	5
Asset Management	1
Billing	1
Cash Receipts	3
General Ledger	16
Interfaces	4
None	1
Not Applicable	4
PeopleTools	2
Purchase Orders	4
Reports	5
Security	9
Strategic Sourcing	1
Suppliers	2
Travel and Expense	10
Workflow	3

### Totals

Priority	Module Count
High	71
Medium	142
Low	72
<b>Grand Total</b>	<b>285</b>

### Active SRs, Priority = High

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Status	Count of Status
Acceptance Testing-Agency	2
Assigned	37
Awaiting Customer	5
In Work	20
Pending Prod Approval	2
System Test	5
<b>Grand Total</b>	<b>71</b>

### All SRs by Status

(Includes Closed, Completed after 04/01/22)

Status	Count of Status
Acceptance Testing-Agency	3
Acceptance Testing-Statewide	2
Assessment	7
Assigned	153
Awaiting Customer	34
Build/Unit Test	1
Closed	59
Completed	372
Hold	8
Hold- Pending Oracle Fix	1
In Development	2
In Work	63
Pending Prod Approval	6
Select One	1
System Test	12
<b>Grand Total</b>	<b>724</b>

## CAPPS Financials Trend Report – Service Requests

April 2021 – April 2022

Status	Apr. 2021	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	Mar.	Apr. 2022	Totals
OPENED	473	428	413	411	559	465	523	449	398	327	373	452	420	5691
CLOSED	503	464	445	418	535	489	494	479	429	339	336	457	431	5819

